

## WEST CONTRA COSTA HEALTHCARE DISTRICT

<b>BOARD POLICY</b> <b>Section II - #13</b>	Page 1 of 1
	Effective Date: <b>07/27/95</b>
Subject:  <b>Public Complaints</b>	Revised Date: 05/23/12
	Approved By:

The Board of Directors of the West Contra Costa Healthcare District desires that public complaints be resolved at the lowest possible administrative level, and that the method for resolution of complaints be logical and systematic.

A public complaint is an allegation by a member of the public of a violation or misinterpretation of a District policy, state or federal status of which the individual has been adversely affected.

The method of resolving complaints shall be as follows:

1. The individual with a complaint may first discuss the matter with the appropriate manager with the objective of resolving the matter informally.
2. If the individual registering the complaint is not satisfied with the disposition of the complaint by the manager, the complaint may be filed with the CEO. Within a reasonable time, the CEO or designee shall contact the person filing the complaint to resolve the matter. A written decision from the CEO may be requested by the individual filing the complaint.

This policy in no way prohibits or is intended to deter a member of the community or staff member from appearing before the Board or any Committee to present verbally a testimony, complaint or statement in regard to actions of the Board or any Committee, District programs and services, or impending considerations of the Board or a Committee. Directors and Committee Members should refrain from making specific comments until consultation with Administration and/or Legal Counsel.